

Questions and Answers # 3
Solicitation No. S00R2600024
Broadband Device Purchase and Distribution

The following questions regarding the subject IFB have been submitted by vendors. The answers provided by DHCD are intended to clarify the IFB's requirements and do not constitute an amendment.

Question	Answer
1) We respectfully request a 1-week extension of the bid response from May 5, 2022 to May 12, 2022.	DHCD will extend the bid response due date to May 12, 2022 at 5 pm local time. (See IFB Amendment 2)
2) Will the state be making a single bulk purchase of the estimated 150k devices upon contract execution? If so, will the State allow 60 days to fulfill the bulk purchase, allowing just-in-time manufacturing?	No. DHCD and the awardee will execute a single contract for the purchase of an indefinite quantity of devices, ordered in smaller batches throughout the term of the contract. Refer to Q&A #2, Question #9. Actual demand-over-time should be spread out as stated above. In any event, DHCD is seeking a short turnaround for orders to ship (2 weeks – See IFB Section 2.3.2.B).
3) So long as the model being sold on the awarded contract is sold at the price proposed in the Bid Form and so long as it conforms to the hardware specifications, it doesn't matter if the model is the same from purchase to purchase. Is this correct?	Yes. DHCD will accept devices, so long as: 1) The vendor is supplying the devices at their bid price; 2) The devices meet the minimum specs in the IFB; and 3) The Contract Monitor approves the devices in writing before shipping. DHCD will accept different models and brands of devices to fill the same order. For example, the vendor may use 1000 of device Y, 500 of device X and 500 of device Z to fill an order of 2000 devices.
4) We want to be sure that if there is a contract in place for the exact amount of items needed, that DHCD will be responsible for buying that inventory. Will this be the case?	As with all state procurements, purchases will be subject to funding being appropriated by the General Assembly. This contract will be an indefinite quantity contract, and will not contain any "exact amount" of devices to be purchased. The number of devices stated

	in Section 2.2 of the IFB is an estimate only and the Department does not guarantee a minimum or maximum number of units to be purchased in the performance of the Contract
5) We have two resellers with same brand product, but different models. Can both resellers bid on this project or is there a conflict?	It is permissible for both companies to bid, but only one award will be made for this solicitation, and only the lowest qualified bid will be selected for award. Vendors are free to subcontract with each other to fulfill the contract, so long as the bidding entity meets the minimum qualifications of the IFB.
6) When does DHCD expect delivery of the first shipment after award of the contract? What is the expected lead time for delivery?	See Q&A #2, Question #13. DHCD requires the vendor to ship items within 14 calendar days of receipt of an order. (See IFB Section 2.3.2.B)
7) Will the 150,000 device order be on one Purchase Order?	Please refer to Question 3 above. Although DHCD will create an internal "purchase order number" for the purpose of tracking the total spending under the contract, the contract and its exhibits will govern this agreement (see Attachment M: Contract). The Contract Monitor will issue signed Work Orders (see IFB Section 3.12) to order devices.
8) Is it possible to propose multiple brands that comply with minimum required specification but with the same price point?	Yes.
9) In Item 3.3. Invoicing – it is mentioned about how to invoice DHCD and in Attachment M clause 31, Prompt Pay Requirement - are we to assume that when a correct invoice is issued/raised that DHCD will make prompt payment via Electronic Funds Transfer (EFT) within a few days or could you explain what that Prompt Payment duration will be? Is it immediate the same day the invoice is processed?	Payment of invoices by DHCD is covered in Clause 4.2 of the sample contract: "Unless a payment is unauthorized, deferred, delayed, or set-off under COMAR 21.02.07, payments to the Contractor pursuant to this Contract shall be made no later than thirty (30) calendar days after the Department's receipt of a proper invoice from the Contractor as required by IFB Section 3.3."
10) Is this a one-time purchase or do you envisage another round of similar purchases for DHCD on same mission?	DHCD currently has no plans for another round of similar purchases following this solicitation. Depending on State and Federal government policies, goals, and funding availability, DHCD's plans may change.



11) Can DHCD provide a list (prior to bid due date) of the delivery sites and addresses where the devices will need to be delivered?	No. Because the specific grantees (local government entities) and their facilities will not be known to DHCD prior the close of bidding, DHCD cannot provide any definitive information regarding receiving entities at this time.
12) To properly account for logistics costs, please provide logistical information with respect to each of the delivery location, such as loading dock availability and whether a lift gate is required.	DHCD cannot provide this information, because the specific grantees (local government entities) and their facilities will not be known to DHCD prior the close of bidding. It is the responsibility of the bidder to account for any logistics costs they are concerned they may incur in their bids.
13) What is the minimum number of units that a given work order / delivery order would require?	Please refer to Q&A #1, Question #8.
14) What will the delivery window requirements be (specific days / time frames)?	Because the specific grantees (local government entities) and their facilities will not be known to DHCD prior the close of bidding, DHCD cannot provide any definitive information regarding receiving facilities, such as delivery window requirements, at this time.
15) Will advance delivery notification be required? If yes, how far in advance is the required delivery notification?	Yes. DHCD expects 3 business days of notice for deliveries. (See IFB Amendment 2)
16) DHCD described a grant process that will be used to identify and distribute the devices among the counties applying for devices. Will the county grant process begin prior to the award of this subject IFB so that the contract award and initial work orders will roughly coincide, or will the grant process begin after this IFB contract is executed?	DHCD anticipates that the contract for the devices will be executed at approximately the same time DHCD begins making grant awards. Initial work orders are expected to follow within 30-60 days of contract execution.
17) Q&A 2, Number 6 – DHCD indicates that it desires to ease the strain on the vendor's supply chain. There are 2 minimum specification adjustments that would help: <ul style="list-style-type: none"> • Relaxing the screen size from 13" to 11". • Will DHCD accept Windows, so long as a Chrome browser is provided on the device (which effectively enables everything that Chrome OS allows from a functionality standpoint)? 	No minimum specification adjustments will be made at this time related to these aspects.



18) What brand and model device(s) were used to create the minimum specifications?	<p>The model devices broadly used in forming the minimum specs for this solicitation were:</p> <ul style="list-style-type: none"> - Samsung Galaxy Chromebook Go - Lenovo Chromebook 3 - HP Chromebook x360 14" - ASUS C423 14" Chromebook
19) Section 2.3.1 A: Please confirm the Processor Minimum Specification listed (currently states Celeron N4010, which is not listed as one of Intel's generally available processors). Did DHCD intend to list Intel Celeron N4100, N3010, N4020, or another Celeron Processor?	Please refer to IFB Amendment 1, which recently modified the minimum specification for processors.
20) How will end users be supported to ensure they are equipped with the training and guidance on using the devices to access services that the devices are meant to enable?	DHCD is working with various jurisdictions and non-profits developing and expanding inclusion programs that provide education and training on computer uses.
21) As an initiative that is federally funded, how will DHCD ensure that devices are used for their intended purpose and not sold?	DHCD will comply with the federal funding rules and regulations regarding equipment purchases and grants.
22) How will cybersecurity be handled? Do the devices need to meet any cybersecurity standards?	Devices supplied under this contract should be free of malware and have all ordinary security features typically found on new devices running Chrome OS.
23) Is Chrome Operating System a strict requirement, or can bidders supply DHCD with devices with other operating systems such as Windows so long as an industry standard browser is included and there are basic instructions included?	DHCD does not wish to alter its minimum specifications regarding Chrome OS. See Q&A #2 – Question #5.
24) Section 2.3.1A: Regarding the 1 Year Mail- In Warranty, who would be initiating any possible warranty repair service (State of MD, County Entity, or End User Recipient)? Who should these assets be registered to for warranty purposes?	The end user recipient would initiate a possible warranty repair service. The assets should be registered to end-users for warranty purposes.
25) Are refurbished units acceptable so long as they meet the minimum specifications and warranty term?	No. (See IFB Amendment 2)
26) Section 3.3d: What assurances can DHCD provide that delivery sites will be able to accept work order	Please refer to the answer to Question #11 above. DHCD can make no assurances of this kind.




deliveries on schedule? Will DHCD allow the vendor to recoup additional fees related to delivery delays stemming from lack of delivery site readiness? For example, if DHCD issues a work order for 30,000 devices for Baltimore City to be delivered in lots of 1000 each week for 30 weeks, the contractor will initiate a well-orchestrated supply chain/logistics process based on that schedule. If the device distribution to the county residents does not occur as planned and a site is unable to take subsequent weeks' deliveries on schedule, the distributor/warehouse provider, logistics company, and contractor incur additional costs, which could quickly multiply and cause other downstream issues with future production and delivery.	
27). Does the problem escalation procedure apply to warranty related issues? The warranty requirement is 1 Year mail-in; however the PEP requires contact information for persons responsible for resolving issues after normal business hours. Please confirm that this PEP is related to problems that might arise as part of ordering/shipping/delivery/receiving of devices, and it is not expected that the vendor will be available after hours for problems with device function or warranty repair.	The PEP should relate to problems that arise related to ordering/shipping/delivery/receiving of devices, and not warranty issues that arise after the devices have been accepted at the point of delivery.
28) Section 3.12b - 4: Can DHCD provide a general idea of how long the contractor will have to respond to a work order request?	Vendors should respond to Work Orders within five (5) business days. (See Amendment 2)
29) Is there a deadline by which the state must spend the funds that are being used for this purchase? If so, what constitutes meeting that spending deadline (funds encumbered, product delivered, products invoices, etc.)?	DHCD's deadline to spend the funding is December 31, 2024. Payment of invoices will constitute meeting the spending deadline.
30) You mentioned Intel N4010 during the pre-bid conference. Is Intel N4000 CPU acceptable as it has the same specs as N4010?	Yes.
31) Is 14.1 inch screen acceptable?	Yes.



<p>32) On the eMMA portal under the "Vendor Bid/Proposal Documents" section, it notes a max file size of 300,000kb (300mb). Can the Department confirm if this is a max limit per file or is it for all files uploaded (multiple uploaded separately)?</p>	<p>Please refer any technical questions about eMMA to the eMMA helpdesk at: emma.helpdesk@maryland.gov.</p>
<p>33) Is the State generating one Purchase Order for the entire sum (150,000) of the tablet models? If so, what is the expected timeframe for confirmation of work orders throughout the one year contract period for delivery of the tablet models? For example, monthly, quarterly, or designated estimated timeframes.</p>	<p>See Answer to Question #6.</p>
<p>34) There are several references to timeline in the IFB and Q&A documents. Would the Department be willing to add a clear timeline (even if approximated) to address the following?</p> <p>Date to notify the proposed awardee:</p> <p>Date of Official Award Notification:</p> <p>Date of Single PO or WO for all 150K units, or dates of Multiple PO's or WO's:</p> <p>Number of days from Official Award Notification before the WO(s) will be issued and the clock starts on the 14-day required shipping of devices:</p>	<p>An estimated timeline (highly variable, approximate, and subject to change):</p> <p>Date to notify the proposed awardee: Within 7 days after bids are opened.</p> <p>Date of Official Contract Award/Contract Execution: Within 90 days of when bids are opened.</p> <p>Date of first Work Order (approximately 2000 units): Within 30-60 days after Contract Execution.</p> <p>Date of last Work Order: 9-11 months after Contract Execution.</p>
<p>35) Paragraph 4.12.2 states "Bidders shall acknowledge the receipt of all addenda to this IFB issued before the Bid due date." There doesn't seem to be a signature line on Amendment 1. How should Bidders acknowledge the receipt of addenda related to this IFB?</p>	<p>Bidders automatically acknowledge the receipt of all addenda posted to eMMA by submitting their Bid to the latest "round" of bidding. Vendors may include a memo with their submission acknowledging receipt of all addenda if they choose.</p>
<p>36) Paragraph 5.4.4 requires Bidders to "Submit three (3) copies of [the Completed Required Attachments] with original signatures." First, as this bid will be submitted through eMMA, please confirm that electronic signatures are acceptable. Second, please confirm that the three-copy</p>	<p>Electronic signatures are acceptable. The three-copy requirement in Section 5.4.4 is pre-eMMA language and does not apply to this IFB. (See IFB Amendment 2)</p>



requirement does not apply to this bid, as it will be submitted electronically.	
37) How many days in advance will the awardee receive quantity details before each work order is submitted to awardee for execution?	DHCD requires the vendor to ship items within 14 calendar days of receipt of an order. (See IFB Section 2.3.2.B)
38) Can you clarify the difference between "work order" and "purchase order"?	Work Orders are written requests for items to be shipped. (See IFB Section 3.12) DHCD will issue an internal "purchase order number" that is used as an identification number for the contract and to internally track spending.
39) Will there be one single blanket purchase order (BPO) to cover the \$30,000,000 grant, followed by individual work orders?	Yes. However, the BPO will be for internal tracking purposes only. The contract and its exhibits will govern the agreement. See Question #7 above.


 Paul Dickman
 Procurement Officer

5/3/22
 Date

